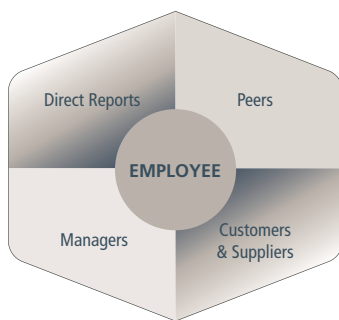


Drive Employee Development & Growth

SumTotal 360 Feedback automates the competency-based multisource assessment process to facilitate employee development planning.

The solution enables employees to receive feedback on how well they demonstrate the competencies relevant to their jobs. The feedback is collected from various



360 Feedback Participants

individuals with different relationships to the subject of the feedback. At the end of the feedback process, SumTotal compiles all completed assessments and publishes the results as a 360 report. This report serves as the basis for employee development plans which fuel individual growth.

SumTotal 360 Feedback was designed as a measure of competence, not performance. The solution enables each individual to understand how his or her effectiveness as an employee, coworker, or staff member is viewed by others,

based on behaviors that other employees can see. The feedback provides insight about the skills and behaviors desired in the organization to accomplish the mission, vision, and goals.

A detailed report contains a summary of the ratings, verbatim comments, and a gap analysis between the ratings in the self assessment and the ratings provided by the feedback providers. The feedback results influence development planning and provide insight into how others perceive an employee's work behaviors. Report generation has a configurable threshold – a certain number of reviews must be returned before a report is generated. After the threshold is reached, the report can be regenerated after additional reviews are received.

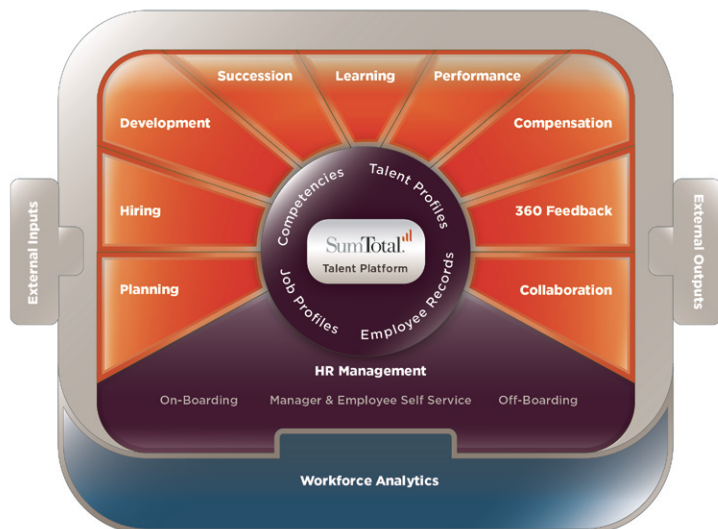
There are several potential phases in a 360 process, all of them configurable. Customer requirements dictate how each phase is completed and the owner responsibilities for each step included in the process. 360 ratings can also be reviewed over time, showing improvements in employee competency levels.

The typical SumTotal 360 Feedback process entails:

- Phase 1: Selecting and approving raters
- Phase 2: Completing self-assessment and feedback rating forms

Key Benefits

- Improve employee job performance through feedback anonymity, identification of blind spots, and staged review cycles
- Reduce the time and effort of conducting multisource reviews
- Increase employee satisfaction and engagement through development recommendations, identification of unrealized strengths, and year-over-year progress
- Provide benchmark measures for assessing strengths and weaknesses
- Enable flexible measurement scales and automatically calculated results
- Improve day-to-day operations with integrated workflow and instant access to critical organizational information



- Phase 3: Feedback report generated; The system collects and processes the submitted feedback forms and generates a report when the report generation requirements are met
- Phase 4: Employee leverages report results to create an individual development plan

SumTotal 360 Feedback places your organization's emphasis on coaching and personnel development, not on the technical process. Embedded workflow including routing, automatic selection of raters, as well as minimum and maximum number of raters can all be configured and automated within the application.

Additionally, SumTotal 360 Feedback can be aimed at all levels of the organization, ranging from executive feedback surveys, to individual first line managers' surveys, to feedback for every employee in the enterprise. Separate competency models can be established for each position to enable employees to be rated on behaviors and competencies appropriate to each position.

Cross-Functional Benefits

SumTotal uniquely provides native integrations from 360 Feedback to other core talent processes in order to support a holistic, end-to-end talent management strategy.

- **Career Development:** 360 results can be used to guide employee development planning activities
- **Learning Management:** Training plans and learning materials can be based on specific competency gaps identified during the 360 process
- **Performance Management:** A 360 competency evaluation can be included as a component of the performance review process
- **Social Collaboration:** Rater nomination lists can be generated based on relationships identified within internal social networks
- **Succession Planning:** 360 results can be used as an input to judge how ready a successor is to step into a new position

"The SumTotal solution enables our overall HR strategy to closely link employee performance with the organization's objectives, as well as connecting recruitment and development with strategic planning, and to create a consistent process across all divisions. This further enhances our credibility with investors by demonstrating that we deliver on our plans, driving shareholder value."

Cyndie Streather
Head of Remunerations, Global HR Systems, and Business Processes
GKN plc

About SumTotal

SumTotal Systems, Inc. is the global leader in complete talent management software that enables organizations to more effectively drive business strategy. Recognized by industry analysts as the most comprehensive talent management solution, SumTotal provides full employee lifecycle management, including a core system of record, from a single provider for improved business intelligence. The company offers customers of all sizes and in all industries the most flexibility and choice with multiple purchase, configuration, and deployment options. With more than 1,800 customers and 25 million users worldwide, we have increased the performance of the world's largest organizations.

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